

Blackstone Gas Company 2005 Annual SQI Report

3/1/2006

	Years in Database	Mean and Benchmark	Performance in 2005	Comments
Penalty Provision				
Telephone Answering Factor (%)			100%	All calls are answered in three rings or less. On the fourth ring the call is answered by the Company's answering service
Service Appointments Kept (%)	3.17	95%	100%	Data Collection started in November 2001
Meter Reads (%)	7	96%	100%	
Consumer Division Cases	11	1.5	1	
Bill Adjustments (\$/1000 Customers)	10	0.47363636	0	
Lost Time Accident Rate (# accidents/200,000 employee hours)	11	0	0	Blackstone has had no lost time due to accidents or injuries for the period 1992-2005
Response to Odor Calls (%)	4	95%	100%	
Staffing Levels				
Restricted Work Day Rate (# accidents/200,000 employee hours)	11	0	0	Blackstone has had no lost time due to accidents or injuries for the period 1992-2005
Property Damage >\$50K (#)			0	
Unaccounted For Gas (Mcf)			1,528	
Capital Expenditures (# of projects and Total \$)	4		74; \$107,297	
Spare Component and Inventory Policy				
Customer Surveys Service Dept Residential			6.7 6.2	
Accidents	3		0	
Customer Service Guarantees (#; total \$)	3		0	

Blackstone Gas Company

Emergency Call Response Time

	Jan-01	Feb-01	Mar-01	Apr-01	May-01	Jun-01	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01
0-15 Min	0	2	1	1	2	1	0	0	0	0	3	3
16-30 Min												
30-45 Min												
45-60 Min												
Over 60 Min												
Total	0	2	1	1	2	1	0	0	0	0	3	3

	Jan-01	Feb-01	Mar-01	Apr-01	May-01	Jun-01	Jul-01	Aug-01	Sep-01	Oct-01	Nov-01	Dec-01
0-15 Min	0%	100%	100%	100%	100%	100%	0%	0%	0%	0%	100%	100%
16-30 Min	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
30-45 Min												
45-60 Min												
Over 60 Min												
Total	0%	100%	100%	100%	100%	100%	0%	0%	0%	0%	100%	100%

Blackstone G:

Emergency Ca

	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02
0-15 Min	2	2	3	0	1	0	1	0	0	3	0	2
16-30 Min												1
30-45 Min												
45-60 Min												
Over 60 Min												
Total	2	2	3	0	1	0	1	0	0	3	0	3

	Jan-02	Feb-02	Mar-02	Apr-02	May-02	Jun-02	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02
0-15 Min	100%	100%	100%	0%	100%	0%	100%	0%	0%	100%	0%	67%
16-30 Min	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	33%
30-45 Min												
45-60 Min												
Over 60 Min												
Total	100%	100%	100%	0%	100%	0%	100%	0%	0%	100%	0%	100%

Blackstone G:

Emergency Ca

	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03
0-15 Min	1	1		4	1					2	3	
16-30 Min		1	1									
30-45 Min												
45-60 Min												
Over 60 Min												
Total	1	2	1	4	1	0	0	0	0	2	3	0

	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03
0-15 Min	100%	50%	0%	100%	100%	0%	0%	0%	0%	100%	100%	0%
16-30 Min	0%	50%	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%
30-45 Min												
45-60 Min												
Over 60 Min												
Total	100%	100%	100%	100%	100%	0%	0%	0%	0%	100%	100%	0%

Blackstone G:

Emergency Ca

	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04
0-15 Min	0	0	0	2	0	2	0	2	2	0	0	0
16-30 Min												
30-45 Min												
45-60 Min												
Over 60 Min												
Total	0	0	0	2	0	2	0	2	2	0	0	0

	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04
0-15 Min	0%	0%	0%	100%	0%	100%	0%	100%	100%	0%	0%	0%
16-30 Min	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
30-45 Min												
45-60 Min												
Over 60 Min												
Total	0%	0%	0%	100%	0%	100%	0%	100%	100%	0%	0%	0%

Blackstone G:

Emergency Ca

	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05
0-15 Min	0	0	2	1	0	1	1	0	1	1	3	1
16-30 Min										1		
30-45 Min												
45-60 Min												
Over 60 Min												
Total	0	0	2	1	0	1	1	0	1	2	3	1

	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05
0-15 Min	0%	0%	100%	100%	0%	100%	100%	0%	100%	50%	100%	100%
16-30 Min	0%	0%	0%	0%	0%	0%	0%	0%	0%	50%	0%	0%
30-45 Min												
45-60 Min												
Over 60 Min												
Total	0%	0%	100%	100%	0%	100%	100%	0%	100%	100%	100%	100%

Blackstone Gas Company

Year	Unaccounted for gas
1992	-331
1993	1,256
1994	-10,358
1995	2,547
1996	560
1997	-4,911
1998	2,346
1999	-4,074
2000	-15,162
2001	7,565
2002	1,896
2003	-9,771
2004	3,126
2005	1,528

Blackstone Gas Company
Residential Customer Survey

Year	Surveys		1	2	3	4	5	6	7	Average
	Mailed	Responses								
2002	200	94	0	1	1	1	3	20	68	6.6
2004	200	24	1	0	0	0	3	4	16	6.3
2005	175	69	3	0	1	1	5	22	37	6.2

Blackstone Gas Company
Service Department Survey

Year	Surveys		1	2	3	4	5	6	7 Average	
	Mailed	Responses								
2002	65	30	0	0	0	0	0	3	27	6.9
2004	75	12	0	0	0	0	0	1	11	6.9
2005	75	26	0	0	0	0	2	3	21	6.7

Blackstone Gas Company

Capital Expenditures

Year	Number	Total Expenditures
2001	3	\$29,052
2002	4	\$37,748
2003	10	\$77,675
2004	110	\$97,034
2005	74	\$107,297

Blackstone Gas Company

Billing Adjustments

Year	Billing Adjustments
1994	\$0.00 Per 1000 Customers
1995	\$0.00 Per 1000 Customers
1996	\$0.00 Per 1000 Customers
1997	\$0.00 Per 1000 Customers
1998	\$0.00 Per 1000 Customers
1999	\$0.00 Per 1000 Customers
2000	\$0.00 Per 1000 Customers
2001	\$0.00 Per 1000 Customers
2002	\$0.00 Per 1000 Customers
2003	\$0.00 Per 1000 Customers
2004	\$5.21 Per 1000 Customers
2005	\$0.00 Per 1000 Customers

Blackstone Gas Company
Consumer Division Cases

Year	Number of Cases		
1993	2	Benchmark	1.3
1994	0	Standard Deviation	1.1
1995			
1996	0		
1997	1		
1998	0		
1999	1		
2000	2		
2001	2		
2002	3		
2003	2		
2004	5		
2005	1		

Blackstone Gas Company

Service Appointments Kept

Year	# Service Calls	# Service Calls Met in Same Day	Percent
2002	541	541	100%
2003	420	420	100%
2004	249	249	100%
2005	321	321	100%

Blackstone Gas Company

On Cycle Meter Reads

	Actual Reading	Estimated Reading	Total Customers	Percent
1998	11,253	505	11,758	95.7%
1999	11,169	930	12,099	92.3%
2000	11,933	438	12,371	96.5%
2001	12,403	356	12,759	97.2%
2002	12,848	325	13,173	97.5%
2003	13,249	245	13,494	98.2%
2004	14,132	282	14,414	98.0%
2005	15,310	9	15,319	99.9%
Benchmark	86,987	3,081	90,068	96.6%

Blackstone Gas Company
Service Quality Plan
2005 Benchmark Statistics

Year	Total Percent Calls Answered	Percent Service Appts Met	Percent On Cycle Meter Reads	Lost Work Day Accidents	Class I&II Odor Calls	Consumer Division Cases	Billing Adjustments
1992				0			
1993				0		2	
1994				0		0	0
1995				0		0	0
1996				0		0	0
1997				0		1	0
1998			95.71%	0		0	0
1999			92.31%	0		1	0
2000			96.46%	0		2	0
2001		< 1 yr Data	97.21%	0	100.00%	2	0
2002		100%	97.53%	0	100.00%	3	0
2003		100%	98.18%	0	100.00%	2	0
2004		100%	98.04%	0	100.00%	5	5.21
2005		100%	99.94%	0	100.00%	1	0
Mean	N/A	95.00%	96.49%	0	95.00%	1.5	0.5
Std. Dev		N/A	2.04%	0	N/A	1.3	2.0
Max Penalty		N/A	92.41%	0	N/A	4.1	4.4
25% Penalty		N/A	94.45%	0	N/A	2.8	2.4
25% Offset		N/A	98.53%	0	N/A	0.2	-1.5
Max Offset		N/A	100.57%	0	N/A	0.0	0.0
Performance Result	No Action	Offset	Offset	No Action	Offset	No Action	No Action
PCL _M	12.5%	12.5%	10.0%	10.0%	45.0%	5.0%	5.0%
Annual Revenues	\$936,940	\$936,940	\$936,940	\$936,940	\$936,940	\$936,940	\$936,940
Rev. Subj to Penalty	\$18,739	\$18,739	\$18,739	\$18,739	\$18,739	\$18,739	\$18,739
Penalty/(Offset)	\$0	(\$2,342)	(\$1,874)	\$0	(\$8,432)	\$0	\$0
Current Year Penalty		\$0					
Current Year Offset		(\$12,648)					
Previous Year Offset		(\$7,613)					
Current Year Net Penalty		\$0					
Remaining Offset		(\$20,261)					